

## STATE GAMING CONTROL BOARD

### INSTRUCTIONS TO APPLICANTS REQUESTING A FINDING OF SUITABILITY AS AN OPERATOR OF A CALL CENTER

**A LICENSED NEVADA PARI-MUTUEL RACE BOOK SHALL NOT UTILIZE AN OPERATOR OF A CALL CENTER UNLESS THE OPERATOR OF THE CALL CENTER HAS BEEN FOUND SUITABLE BY THE NEVADA GAMING COMMISSION. THE FOLLOWING FORMS AND ITEMS MUST BE SUBMITTED TO THE STATE GAMING CONTROL BOARD WHEN APPLYING FOR FINDING OF SUITABILITY AS AN OPERATOR OF A CALL CENTER:**

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#### OPERATOR OF A CALL CENTER

A person who, as an agent of a licensed Nevada pari-mutuel race book, engages in the business of operating a call center system as a means of providing patron services to assist a patron located in a state or foreign jurisdiction where such wagering is legal, to convey pari-mutuel horse race wagering instructions to one or more licensed Nevada pari-mutuel race books.

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1. An application requesting a finding of suitability as an Operator of a Call Center: To be filed in duplicate.
    - (a) Form 1 is to be submitted by individual applicants.
    - (b) Form 2 is to be submitted by corporations, partnerships, and limited liability companies.
  2. Form 4, Personal History Record: To be filed in duplicate by each applicant, including corporate officers, directors, members, or equity holders.
  3. Fingerprint Cards: Three completed fingerprint cards for each individual applicant must be submitted. Fingerprinting can be completed at any law enforcement facility. Each applicant must sign the fingerprint cards.
  4. Form 10, Affidavit of Full Disclosure: To be filed in duplicate by each individual required to be licensed or to be found suitable.
  5. Form 17, Release and Indemnity of All Claims: To be filed in duplicate by each individual required to be licensed or found suitable.
  6. Form 18, Request to Release Information: To be filed in duplicate by each individual required to be licensed or found suitable. If the applicant is married, the applicant's spouse must also sign this form.
  7. A copy of a deed, lease, sublease, or other document evidencing the right of the applicant to occupy the premises where the Call Center will operate.
  8. A check or money order in the amount of \$500 per applicant or entity, to cover the application fee. Checks are to be made payable to the State Gaming Control Board.

Costs of investigation will be charged as provided by statute and regulation. The total cost of the investigation is to be borne by the applicant. This cost includes all transportation, food and lodging; plus an hourly charge for the time expended by the agent or agents assigned to the application. Before the investigation can begin the applicant must provide a deposit in an amount equal to the total estimated expenses, including the hourly charges. Hourly expenses will be charged for travel time and for the time expended while agents are engaged in the investigation process.

9. Copies of the following:
  - (a) Organizational chart
  - (b) Equipment contract
  - (c) Sports information service contract
  - (d) Disseminator contract
10. Submit a listing of the Call Center supervisory personnel meeting the requirements of Regulation 26C.040(1), including information outlined in Regulation 26C.040(1)(a-g) for each employee.
11. An associated equipment reporting form.